



FROSTY'S
LEARNING
ACADEMY

WELCOME!!!

Dear Family,

Thank you for considering Frosty's Learning Academy. We are confident your child will find Frosty's a loving, safe, and educational environment in which to grow, learn, and play. It is difficult to balance all the commitments and responsibilities that you, as a parent or caregiver, are faced with in life. For this reason, we strive to offer a program that will not only assist in your child's development, but also to provide you with the necessary peace of mind.

Our goal is to develop shared core values; good manners, respect, caring, sharing, patience, responsibility, communication, and teamwork, etc. We feel strongly that children learn these attributes best through play and positive reinforcement. These core tenets are the focus of our team each day.

You can help us safely operate our center by thoughtfully reading our handbook and ensuring all applicable forms are completed to the best of your ability. We are, of course, here to answer any questions you may have. It is important that you familiarize yourself with our mission – so you can make the best decision for your child.

Thank you for considering Frosty's Learning Academy. We look forward to providing your child with the best possible care.

Sincerely,
The Frosty's Family

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Introduction & Welcome

We are a state-licensed child care facility providing high-quality child care for up to 60 children (ranging in age from six-weeks old to five-years old). We are fully compliant with the provisions set forth under the State of Maine Child Care Provider 10-148 Code of Maine Rules, Chapter 34. Every employee has been fingerprinted and subject to state mandated background checks (and any other state if they have lived outside of Maine for more than 60 days in the past 5 years).

Parents/legal guardians are welcome to visit Frosty's Learning Academy any time their child is in our care.

Child Care & Teaching Philosophies

We are inclusive with respect to gender, race, ethnic origin, or disability and try hard to be responsive to individual learning needs and interests. All activities are made available to every child (with appropriate modifications as called for). Frosty's Learning Academy does not discriminate in the administration of its education or admissions policies. Staff are committed to creating a safe, warm, loving environment for children where they can learn and grow at their own pace. We strive to help your child increase in confidence, and self-esteem by treating them as unique individuals.

We welcome open and respectful communication and actively encourage your involvement and suggestions.

Frosty's Learning Academy offers a custom-built curriculum. This allows us to tailor our program to our children. We develop activities centered on stories, songs, math, fine and gross motor skills, circle time, science, music, theater, and arts/crafts. Learning is structured and play based as much as possible. Projects are developed around child interests, skills, and abilities with an eye to preparing your children for their early school years with repeated exposure to letters, numbers, colors, shapes, name recognition, and vocabulary. Physical activity is part of our play and takes place on our gym days, outside walks, running, climbing, and biking, etc. If the weather does not allow for outside play children will have the opportunity to participate in dancing, movement games, and all indoor toys.

At the end of each day, there will be time to discuss how the child's day went and address any needs or concerns. We are always willing to set up a more formal/ private conversation to discuss any concerns.

Rights of Children and Parents/Legal Guardians

Children

1. Each child has the right to be free from emotional, physical, sexual abuse, neglect, and exploitation.
2. Each child has a right to freedom from harmful actions or practices that are detrimental to the child's welfare, and to practices that are potentially harmful to the child.
3. Each child has a right to an environment that meets the health and safety standards in the State of Maine Child Care Facility Licensing Rule.
4. Each child must be provided child care services without regard to race, age, national origin, religion, disability, sex, or family composition.
5. Children must be treated with dignity, consideration, and respect in full recognition of their individuality. This includes the use of developmentally appropriate practices by the provider and staff members.
6. Each child has a right to the implementation of any plan of service. That has been developed for that child in conjunction with Community or state agencies by the provider.
7. Each child has a right to developmentally appropriate activities, materials, and equipment.

8. Children with disabilities have the right to reasonable modifications to the provider's policies and practices.

Parents/legal guardians

1. A child's parents/legal guardians must be fully informed of items or services which are included in the rate they pay for child care services.
2. A child's parents/legal guardians has a right to be fully informed of the findings of the most recent inspection conducted by the Department of Health and Human Services (DHHS). The provider must inform children's parents or legal guardians that the licensing inspection results are public information and inspection results must be posted in a prominent place on the premises.
3. Parents/legal guardians must be notified by the provider within two business days of any action taken against their provider by DHHS, including but not limited to decisions to issue conditional licenses, refusal to renew a license, to impose fines, or other sanctions.

Operating Information

We are open Monday through Friday from 7:00 AM to 6:00 PM (except for closings as referenced below). We ask that, as a courtesy, you let us know before 8:00 AM if your child will not be coming for the day (or if they will be arriving late). We worry!

Parents/legal guardians are responsible for arranging alternative care for the following situations:

- Paid holidays
- Planned or unplanned business closings
- Child illness

Paid Holidays

The following list includes all holidays that Frosty's will be closed for each year:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day

Contact Information

Cell phone: (207)852-7076

Fax number: (207)862-0176

Email: frostyslearningacademy@gmail.com

Website: <https://frostyslearningacademy.com/>

Facebook: <https://www.facebook.com/frostyslearningacademy/>

Physical address: 1 Main Road N, Hampden, ME 04444

Mailing address: 48 Emerson Mill Rd, Hampden, ME 04444

Payment Policies

The weekly tuition reserves a position for the week. You are purchasing a “time slot”- you are not paying for the hours of care received. The “slot” guarantees your attendee’s position. Tuition payment is still due for all scheduled and unscheduled closures (i.e., snow days, power loss, per direction of State licensing, CDC, etc.). Payment is required by the end of each Friday (for the ensuing week). We accept cash, check, or bank ACH withdrawal from the ProCare™ app. **It is your responsibility to ensure payment is timely.** Should you be unable to make your tuition payment, two things will occur:

1. You shall incur late fees of \$5 per day, including weekends, a second offense within a three-month period you shall incur late fees of \$10 per day, including weekends, a third offense within a three-month period of the second offense you shall incur late fees of \$20 per day, including weekends, AND may result in the account being placed on probation. Any further delinquencies of payment while on probation may result in termination of the child care contract and the amount due sent to collections or small claims court, for which you shall be responsible for all fees associated with the process.
2. Your child will be unable to attend child care until payment in full has been made. You will be responsible for making other child care arrangements during your child's exclusion from Frosty’s Learning Academy during this time period. Full child care tuition, including late fees, shall continue to be due during the time period that your child is excluded for your nonpayment.

Parents/guardians that use government subsidies to help pay for fees are responsible for renewing their authorization before it expires. If parents/guardians do not renew their subsidy claim before their previous claim expires, the parents/guardians will be responsible for full fees until authorization is received to bill the government and have received payment period. If back payment is received from the subsidy, the parents/guardians will be reimbursed the fees they have paid that are covered by the subsidy.

A \$30 fee will be applied to your account if your check is returned for non-sufficient funds (NSF). A \$3.50 fee will be applied to your account if your ProCare™ bank ACH payment is returned for insufficient funds or incorrect banking information.

Late Pick-up Charges

A late pick-up fee of \$15 will be assessed for the first offense. The fee increases to \$25 for the second offense, and \$35 for the third offense. Your child care contract may be terminated for failure to not comply and/or abuse of late pick-up. These rates are for every 15 minutes, regardless of if you are one minute or 15 minutes late.

Rate Schedule and Contract Renewal

Per Maine State licensing requirements, child care contracts are to be renewed annually; tuition rates may increase at that time. All families will receive the latest Parent Handbook and tuition rates no later than the first business day of January each year. Signed contracts are due back within ten business days. If contracts are not received by the 10th business day and no arrangements have been made, your child care slot may be forfeited.

Enrollment and Withdrawal Policies

Enrollment

Families are required to visit Frosty's Learning Academy prior to enrollment. This is important and helpful for us. Families wishing to move forward into a contractually binding care agreement need to complete following completed paperwork - before the first day of care:

1. Signed contract & policy awareness signature form
2. Parent and child information page
3. Emergency contacts and authorized pick-up persons
4. Emergency medical treatment authorization form
5. Over the counter medication agreement
6. Privacy permission agreement
7. Permission to use high-risk equipment agreement
8. Permission to leave premises agreement
9. Permission to us kiddie pool agreement
10. Immunization record

We will, initially, care for your child for 15 days (a trial period beginning with your child's first actual day of care). During the trial period, the parents/legal guardians or provider may terminate the child care contract without further obligation. **No prepaid child care fees, including deposits, will be credited upon cancellation by the parents/legal guardians during the trial period.**

Records Retention

Frosty's Learning Academy will create, maintain, and store records following the State of Maine Child Care Facility Licensing Rules. Frosty's Learning Academy will maintain detailed, and accurate records on all enrolled children, staff, volunteers, and the Child Care itself. These records will be correct and up-to-date and protected by privacy and confidentiality procedures. Records are maintained for three years after a child's last day in care. A child's parent/legal guardian may request and receive access to their child's record at any time.

Intent to Enroll Children & Deposit

Slots at Frosty's Learning Academy are filled on a first come, first served basis. Until the signed contract and the non-refundable deposit (\$50 registration fee + first week's tuition) is paid, "your" child(ren)'s slot(s) is/are not guaranteed, and risk the slot being given to another family. This applies to all families whether they start at once or at a later date.

Waitlist

Should it become necessary to establish a wait list due to ratio limits, prospective children are added on a first come, first served basis. Siblings of currently enrolled children will receive priority placement on the wait list when possible.

Withdrawal and Termination

We reserve the right to stop care for any reason, at any time, upon reasonable notice to the parent(s)/guardian(s). We will supply a two-week notification except where immediate termination is warranted per this contract. To voluntarily withdraw your child(ren) from care parents/legal guardians shall supply a minimum two-week written notification stating the final date their children will be in care. Should you decide to stop care immediately, you shall pay two weeks of tuition at that time.

We reserve the right to terminate your contract for any of the following reasons, but not limited to:

- Non-payment or continual late payments
- Lack of compliance with Parent Handbook policies
- Lack of parents/legal guardians cooperation/communication
- Parents/legal guardians repeatedly not following illness policy and/or bringing child(ren) medicated to intentionally mask illness “dose and drop”
- Failure to complete and return required forms
- Child fails to adjust to child care after a reasonable amount of time, and all reasonable accommodations for a child care setting have not been successful.
- Physical or verbal abuse of any person
- Willful destruction of property
- The safety of other children cannot be met due to a child's behavior
- False information given by parent/legal guardian, either verbally or in writing
- Abuse of pickup, drop off times.
- Child's needs cannot be met after all resources have been exhausted.

We reserve the right to terminate our contract **immediately without notice** for any of the following reasons, but not limited to:

- Non-payment and/or continual late payments
- Physical or verbal abuse of any person
- Willful destruction of property
- The safety of other children cannot be met due to a child's behavior
- False information given by parents/legal guardians, either verbally or in writing.

A contract will **NOT** be terminated if a child’s parents/legal guardians/relative(s) do any of the following:

- Make a complaint to Licensing regarding alleged violations of licensing rules
- Make a complaint to Licensing regarding alleged violations of the law
- Report alleged child abuse or neglect at the childcare program
- Question the childcare provider about policies and procedures

Drop-off, Sign-in, Sign-out, and Pick-up Procedures

Drop-off

We are licensed by the State of Maine, Office of Family and Child Care Services to provide care to children between the hours of 7:00 AM and 6:00 PM. As such, it is important that all children are dropped off and picked up between these hours (unless prior arrangements have been made). Please be in control of your child during drop off and pick up times period. This is a time of testing when two different authority figures are present, and children may test to see if the rules still apply. The moment children walk in the door until the moment they walk back out the door, they are expected to follow all the center rules. We ask for your help and support to enforce our rules while you are here. We will remind your child if inappropriate behavior is displayed, even if they are towards the parent/legal guardian.

Pick-Up

It is the parents/legal guardians’ responsibility to ensure that children are picked up no later than 6:00 PM. If you are unable to pick up your child by closing time, alternate arrangements must be made. We understand life happens around us and things like traffic, accidents, and car troubles can and will

occur. Please contact us as early as possible if you realize something will delay you from getting to the center on time. If your child is not picked up by 6:00 PM and a parent/legal guardian cannot be contacted within 30 minutes, we will call an emergency contact. If we still cannot reach an authorized contact, the Hampden Police Department will be contacted and possibly DHHS depending on the individual circumstances.

Release of Children

Your child is very important to us. If, at any time, a child's safety appears to be at risk by exiting our facility in a vehicle with a parent/legal guardian or individual designated for pick-up appears impaired (inebriated, etc.), an effort will be made to call to stop this. If the individual insists on leaving with the child, Frosty's Learning Academy has no legal authority to prevent this; however, we will simultaneously contact the local police. Any actions implemented from this policy will be documented. Photo identification will be necessary for anyone picking up your child we have not yet met.

Court Orders for Non-Custodial Parents/Legal Guardians

We assume both parents/legal guardians have the right to pick up your child unless a copy of a court order stating otherwise is provided. If there is a current court order, we will need to discuss how to handle the situation if the non-custodial parent/legal guardian arrives at the center. Without a copy of the court order, we cannot refuse a request from parent/legal guardian to pick up the child.

If we have a court order, and the non-custodial parent/legal guardian tries to pick up the child, we will call the custodial parent/legal guardian and let them know of the situation. If the non-custodial parent/legal guardian leaves with the child, the police will immediately be notified. We cannot put other children at risk with a confrontation with the non-custodial parent/legal guardian.

Daily Routine

The schedule is different in every room, but here is a sample schedule your child's classroom may follow:

7:00 AM: Center opens, free play (table toys, puzzles, coloring, etc.)

8:00 AM: Breakfast

8:45 AM: Clean up

9:00 AM: Circle time (stories, weather chart, numbers, letters, etc.)

10:30 AM: Educational/sensory activities (art, science, educational worksheets, etc.)

11:00 AM: Gym/outside play (weather permitting) such as going on walks, playing in the designated outdoor play areas, or going to McGraw elementary school playground during summer vacation

11:30 AM: Lunch

12:00 PM – 2:00 PM: Nap/quiet time

2:30 PM: Snack

3:00 PM: Centers/outside play

4:30 PM: Free time or quiet story time

6:00 PM: Center closes – children must be picked up by 6:00 PM or late pick-up charges will be applied to your account. If you need to speak to the staff about any concerns you have, please come in ample time to do so.

Each classroom is different; therefore, their schedule is created to meet the children's needs and interests and can be adjusted accordingly.

Meals and Snacks

Frosty's Learning Academy will provide every child with an afternoon snack, and milk to be served with their breakfast and lunch. Beginning January 1st, 2024, meals will no longer be included in the price of tuition. If you'd like Frosty's to supply breakfast and lunch, this option is available for an additional \$15 fee per child weekly. If you choose to provide meals for your child, please understand that we do not have the capacity to warm or "heat" foods, and we ask that you plan accordingly. If a meal is forgotten, we can help on an a La carte basis, for a \$4 fee (applied to your account).

Drinking water is available, at all times, throughout the day. We require that children stay seated while eating or drinking. This is to ensure their safety and avoid choking. Additionally, it fosters healthy eating and drinking habits.

Belongings and Supplies

The following items should be provided on a daily basis (they may be left at the center as a convenience). All items MUST be labeled, to include food, with their name. Food items that are not in their original container must be dated. This is mandated by State licensing regulations (our licensor does check this every time she comes).

- Complete change of weather appropriate clothing including shirt, pants/shorts, underwear, and socks. Lack of proper clothing will prevent your child from enjoying our outdoor playtime. Please ensure you dress your child for outdoor play every day.
- Swimsuit, towel, sunscreen and bug spray during warm weather
- Snow pants/suit, boots, hat, mittens, warm coat during cold weather
- Nap bedding – we provide crib sheets for children who sleep in a pack n' play; for children one-year old and older, you are welcome to bring a blanket for them to cover up with, as well as any other comfort items they may need to sleep (e.g., pacifier, stuffed toy, etc.). For children sleeping on cots, you are welcome to bring a sheet, second blanket, sleeping bag, etc. for them to place on their cot and lay upon. All bedding from home will be placed in their cubby every Friday to be taken home to be washed.
- Formula (we provide nursery water) – if applicable
- Diapers and wipes (training pants or pull-ups for those who are potty training)
- Diaper rash ointment
- Children must wear sneakers to participate during gym time on Mondays, Wednesdays, and Fridays. If your child is not wearing the proper shoes, they can attend gym time, but will not be able to participate.
- Tylenol (acetaminophen) and/or Motrin (ibuprofen)

There is a possibility your child will get dirty throughout the day (food, paint, markers, dirt, bubbles, etc.), so please dress your child accordingly. Consider every day a paint day, so do not send your child in their "Sunday Best" because unfortunately washable paint does not always wash out. Wet, dirty, and soiled clothes will be placed in a plastic bag to be taken home and cleaned. We are not responsible for replacing stained or soiled clothing. We greatly appreciate your understanding adherence to our suggestions - it is tremendously helpful.

Health and Illness Policy

The State of Maine requires immunizations records to be current and on file for each child (within 30 days following admission). Immunization records shall be updated yearly – irrespective of changes to immunization status. Children shall be vaccinated following the recommended CDC schedule, unless there is a written and scheduled catch-up plan from your child's provider on file. Per Maine State law, effective September 1st, 2021, exemption from immunization requirements is limited to medical reasons only.

Child care providers must maintain a list of all unimmunized persons, regardless of age. In the event of a disease outbreak, as defined by CDC reporting standards, a child who has not been immunized must be excluded from the child care facility. This is in accordance with CDC guidance or until the child receives the necessary immunization or proof of immunity is on record.

For the health and safety of your child, and other children in our facility, please keep your child at home if they are unwell. Exposure to illness negatively impacts our ability to serve the children and can result in staff illness as well (we could find ourselves in the unfortunate position of being forced to close classrooms). We can only care for children with cold-like symptoms that are otherwise feeling well and able to actively participate.

Your child may attend with the following symptoms:

- Clear runny nose
- Slight cough
- Slight or no fever (100.4° lower)



Please keep your child home with the following symptoms:

- Fever of 100.4° or higher
- Vomiting
- Diarrhea
- Difficulty breathing/wheezing
- Persistent cough interfering with daily activities
- Green or yellow runny nose
- Yellow/green discharge from the eyes
- Lice or nits
- Red discoloration of the whites of the eyes
- Severe abdominal pain
- Mouth sores
- Cuts or open sores on the skin that are pus-filled or oozing
- Rashes beyond eczema

If you are unsure whether your child should be brought to daycare, please call and discuss it with us. If a child becomes ill during childcare hours, or appears ill without a fever (e.g., lethargic, inconsolable/emotional above their norm, falling asleep at inappropriate times, etc.) where they are unable to participate in daily activities and the teachers are unable to provide extra care for your child without compromising their ability to care for the health and safety of the other children in the

classroom, the parents/legal guardians will be contacted to pick up their child. Parents/legal guardians shall pick up their children within one hour of being notified. If a parents/legal are not available, the emergency contact person will be notified. Full childcare fees shall remain due as normal regardless of how long your child is out sick. Please make other arrangements if your child is sick and respect our decision if we feel your child is too sick to be in child care. We are sympathetic to the difficulties of taking time off so discretion will be used as much as possible.

“Dose and drop” is strictly prohibited and will not be tolerated (the attempt to mask symptoms with timely administration of medicine). We will not administer Tylenol/Motrin if we feel that it is being used to mask a fever or illness, this is in the interests of all concerned.

Note: Once the child is removed from child care due to illness, they may not return to the facility until all prevailing symptoms are gone and are no longer contagious, or have a doctor’s note stating the illness in question is not contagious. Even if your child is no longer considered contagious, they must be able to actively participate in daily activities.

Parents shall inform staff of any serious illness or communicable contagious disease with their child or within their family within 24 hours to allow other families within the center to be notified.

Infectious Disease/Viral Outbreak Policies

Frosty’s Learning Academy will remain open during an infectious disease outbreak, unless the CDC or Maine Child Licensing specifically instructs licensed child care programs to shut down. We are committed to serving your children though we do ask that parents (legal guardians) take every precaution to help us avoid putting our program and families at risk.

If your child has been exposed to COVID-19, your child will be required to quarantine at home for 10 days. Your child may only return to the center if they have had a negative COVID test 24 hours prior to their return. CDC guidelines suggest that one should at home for five days and wear a mask for five days after testing positive.

As you are aware, children under two-years old or younger cannot wear a mask. Children older than two-have often have difficulty keeping their mask on. We ask that you please respect our policy, even though it may be inconvenient, to protect our teachers, other children, and families.

When can I come back to Child Care?

- Fever – fever free without the aid medication for a minimum of 24 hours
- Vomiting and/or Diarrhea – At a minimum of one full day after last episode (example: if your child stopped vomiting at 7:30 AM Tuesday morning, your child cannot return Wednesday after 7:30 AM, they can return Thursday as normal as long as they are well enough to participate in daily activities)
- Pink eye (conjunctivitis) – 24 hours after treatment been initiated
- Head lice – 24 hours after initial treatment and nits are not present
- Scabies – 24 hours after treatment has been initiated
- Impetigo – 24 hours after treatment has been initiated
- Strep throat – 12 hours after first dose of antibiotics
- COVID-19 – 10 days following positive COVID-19 test, fever free, and able to participate in daily activities
- Chicken pox – a minimum of six days when all lesions have dried or crusted, and no new lesions have appeared for at least 24 hours
- Pertussis – after 5 days of appropriate antibiotic treatment or 21 days from onset of cough, if untreated

- Mumps – 5 days after onset of parotid gland swelling
- Measles – 4 days after onset of rash
- Rubella – 7 days after rash appears
- Hepatitis A virus infection – 1 week after onset of illness or jaundice, or as directed by the health department
- Mouth sores with drooling – with a doctor’s note after health professional has determined the child is noninfectious
- Rash with fever or behavior change – with a doctor’s note after health professional has determined the illness is not a communicable disease
- RSV – 8 days after onset of symptoms, fever free for 24 hours, able to participate in daily activities.
- Tuberculosis – After effective therapy has started, adherence to medication is documented, is considered noninfectious to others by local health officials, and able to participate.

If your child is seen at the ER, walk-in care, or by their primary physician for anything other than a routine well child checkup, A DOCTOR’S NOTE IS REQUIRED TO RETURN TO CHILD CARE, no exceptions.

Whenever your child gets an immunization, please provide us with a copy of the updated immunization record for our file.

Medication Administration

We are trained and able to administer medications if:

- Dosage cannot be adjusted so that it can be taken before and after childcare.
- A child has chronic health conditions (e.g., asthma, diabetes, etc.) which may require urgent administration of medicine.

The administration of medications will be limited to:

1. Prescribed medications ordered by a healthcare provider for a specific child and a specific illness. Medication that is prescribed for one child in the family will not be administered to another child in the family.
2. Nonprescription medications recommended by a healthcare provider for a specific child with written permission of the parents/legal guardians.
3. Homeopathic and herbal medications are only given with an order from a licensed healthcare professional and it must be properly labeled.
4. Medications which we have been trained to administer such as oral, topical, nasal, ear and eye. Nonprescription diaper ointment, sunscreen and insect repellent always require parents/legal guardians’ consent but do not require instruction from each child prescribing health professional.
5. Only after a first dose has been given at home.

All medications must be handed directly to your child's teacher upon arrival in the morning. Please do not leave prescription or nonprescription medications in backpacks or diaper bags. Medication tip: Ask the pharmacist to divide prescription medication into two bottles, each with its own labels, so that one can be kept at home and one can be kept at Frosty’s Learning Academy.

Toilet Training

We are happy to work with families with toilet training when the time is appropriate. Common signs to look for in a child who may be ready to train are:

- Understand what the toilet is for and what it means to have a wet or dirty diaper. If they also show a preference for being clean and dry fussing when they're wet, pulling off a dirty diaper, or asking to be changed, all the better!
- Know the word for urinating and having a bowel movement, such as "going potty" or whatever word your family chooses.
- Can stay dry for at least two hours at a time.
- Has regular bowel movements with soft and formed stools.
- Can and will follow simple directions such as those for washing hands.
- Can help pull pants up and down.
- Seems to recognize at least a few seconds ahead of time they're about to go and can tell you before it happens. Many youngsters will squat, leave the room, or get the look before having a bowel movement.
- Is in a willing receptive mood and isn't going through any major transitions (e.g., adjusting to a new sibling or school, etc.).
- Demonstrates a desire for independence (e.g., wants to be a big boy/girl and do things for themselves) – or better yet, shows a specific desire to use the toilet like Mommy and Daddy do!

When potty training, you MUST provide us with at least three complete changes of clothing for your child for their anticipated and expected accidents. If you begin training, please notify us so we can continue with all the work you have accomplished.

Injuries and Emergency Procedures

Emergency information is kept on file at the child care in case of illness or injury. This information will be used to let you know, or the person designated by you of your child's status. It is very important that all emergency contact information is kept up to date and correct. Please inform us promptly of any changes to keep your information current. Parents/legal guardians are required to complete and submit an Emergency Medical Authorization form at the time of enrollment, which grants consent for necessary medical care in the event of an emergency. This form includes information such as medical conditions, allergies, preferred healthcare providers, and insurance details.

Minor Injuries

1. First Aid: In case of a minor injury, such as a scrape, bruise, or minor cut, providers/staff will provide appropriate first aid. This may include cleaning the wound, applying an adhesive bandage, and comforting the child.
2. Notification: Parents/legal guardians will be informed of minor injuries via ProCare. These incident reports will include details of the injury, actions taken, and any recommended follow-up. Incident reports are required to be signed within two business days per Maine State Licensing Rules.

Serious Injuries & Emergencies

1. Immediate Response: In the case of a more serious injury or medical emergency, trained staff will immediately assess the situation and provide appropriate assistance. This may include calling 911 for emergency medical services.
2. Parent/Legal Guardian Notification: In case of a serious injury or emergency, parents/legal guardians will be contacted immediately by phone. If they cannot be reached, the emergency contact person listed in the child's records will be contacted.

3. Medical Care: If necessary, providers/staff will ensure that the child receives prompt medical attention.
4. Documentation: Detailed records of the incident, including the time, nature of the injury, actions taken, and medical care provided, will be shared with parents/legal guardians via an incident report in ProCare. Incident reports are required to be signed within two business days per Maine State Licensing Rules.

Reporting Serious Injury

Maine law requires child care providers to report serious injuries that require medical treatment by a healthcare professional or emergency room attendant occurring during childcare. Serious injuries or illness are events that occur or are observed during regular facility hours while on site and will be reported to the Childcare Licensing Unit at (207)287-5020 within 24 hours.

Serious injuries or illness is defined as the following:

- an injury or illness which requires medical attention from medical personnel including, but not limited to, an emergency room visit and or hospitalization.
- Any reportable illness listed as a notifiable disease or condition by the Maine Center for Disease Control
- Accidents resulting in serious injury to children as defined above

Emergency Response Procedures

1. Emergency drills are conducted regularly, including fire drills and evacuation procedures, to ensure staff and children are prepared for various emergency situations. Your child's participation is mandatory to include stop, drop and roll.
2. Emergency Closure: In case of a facility emergency or closure (e.g., weather-related issues, no power, etc.), parents/legal guardians will be notified as soon as possible, and providers/staff will follow established procedures for the safety and well-being of all children.
3. Emergency Evacuation: Evacuation plans are posted in the daycare. In the unlikely event, the children will be evacuated to an emergency location, and you will be notified as soon as possible. Our emergency location of choice is the Mystic Hall #63 parking lot across the street at 8 Main Rd N. If you would like to see the full copy of our emergency response procedures, please ask to see a copy of our Employee Handbook that details our emergency procedures.

Smoking and Prohibited Substances

Frosty's Learning Academy is dedicated to providing children, parents/legal guardians, and visitors with a safe and healthy environment free of smoking and prohibited substances. Smoking, including the use of e-cigarettes or vape devices, and the use or possession of prohibited substances, which includes marijuana, controlled substances, illicit drugs, is strictly prohibited anywhere on the child care property to include all enclosed areas, playgrounds, and parking lots which includes personal vehicles parked on the property. We prioritize the well-being of all children in our care and aim to maintain clean and fresh indoor and outdoor spaces. The presence of smoke, including lingering odors on clothing, can have adverse effects on children's health and comfort. We kindly request parents/legal guardians and visitors to respect this policy and refrain from smoking or using or possessing prohibited substances while on facility grounds.

Dangerous Weapons and Gun Play

A dangerous weapon is a gun, knife, razor, or any other object which, by the manner it is used, or intended to be used, is capable of inflicting bodily harm. Families, children, staff, or guests, other than law enforcement officers, possessing a dangerous weapon will not be permitted onto the premises.

We do not allow pretend gunplay (e.g., building LEGOs in the shape of a gun, pointing fingers as guns, etc.), pretend shooting, stabbing, etc.

Water Safety

Water play is an enjoyable and refreshing activity that children look forward to, especially during warm weather. We prioritize the safety of children during water-related activities, and our water safety policy is designed to ensure that children have a fun and safe experience while participating.

Supervision and Adult-to-Child Ratios

- All water-related activities will always be supervised by responsible adults.
- Adequate staff-to-child ratios will be maintained to ensure that every child is closely supervised while participating in water play.

Safety Measures

- Children will wear appropriate swim attire during water play activities, which may include swim diapers for those not yet toilet trained.
- Children will be instructed on safe and appropriate water play behaviors, such as not running on wet surfaces and not engaging in rough play.
- Staff will be trained in basic water safety procedures and CPR/first aid.
- The kiddie pools will be emptied and cleaned at the end of the day.

Sun Protection

- Sunscreen with a minimum SPF of 30 will be applied to all children before outdoor water play activities. Parents are required to provide sunscreen labeled with their child's name.
- Hats and sunglasses are encouraged to protect children from the sun.

Code of Conduct and Child Guidance

Frosty's Learning Academy's goal is to foster a safe, nurturing, and inclusive environment that supports the growth and development of every child in our care. This code of conduct and child guidance policy serves as a framework for maintaining respectful and positive interactions among children, caregivers, and families. Only positive methods which encourage self-control, self-direction, self-esteem, and cooperation are used. No form of physical punishment or humiliation is ever used by the provider/staff. Children are never yelled at, bullied, criticized, shamed, teased hurtfully, threatened, or physically rough-handled in any way. Natural and logical consequences in reasonable choices are part of the information shared with children as part of learning self-control. A child who damages a toy, for example, may be prohibited from the use of that toy for the play period in question. A child who intentionally spills or throws food will be required to assist in the cleanup of the spill.

Expectations for Children's Behavior

1. **Respect for Self and Others:** We encourage children to treat themselves and their peers with kindness and respect. This means using polite language, listening attentively, and resolving conflicts through peaceful dialogue. Any form of physical or verbal aggression is not tolerated. We reiterate this by telling children hands are not for hitting and teeth are not used for biting our friends.
2. **Respect for Property:** Teaching children the importance of respecting property is an essential life skill. We expect children to handle toys, materials, and equipment with care, and we encourage them to participate in keeping their space tidy and organized. Intentional damage to toys and equipment will require the parents to replace the broken items.
3. **Safety First:** The well-being of every child is our top priority. We expect children to adhere to safety rules and guidelines to prevent accidents and injuries. This includes respecting boundaries, using equipment as intended, and avoiding behavior that may put themselves or others at risk (e.g., using walking feet inside).
4. **Listening and Cooperation:** Effective communication and cooperation are vital skills that children develop in our program. We encourage active listening and cooperation with caregivers and peers. Following instructions, collaborating on activities, and working together as a team are all valued behaviors.
5. **Problem Solving:** Our program provides a nurturing environment for children to learn problem-solving and conflict resolution skills. We emphasize the importance of expressing feelings and concerns using words rather than resorting to physical actions. We guide children in finding constructive solutions to challenges they encounter.

Positive Child Guidance

1. **Modeling:** Providers act as positive role models, embodying the behaviors and values we expect from the children. Through their actions, children learn appropriate behavior and communication skills.
2. **Redirection:** We employ redirection as a gentle strategy to guide children away from negative behavior and toward more suitable activities. This approach helps children make positive choices.
3. **Clear Expectations:** We establish clear, age-appropriate expectations for behavior within our child care program. These expectations are communicated to children so that they understand the rules and boundaries.
4. **Positive Reinforcement:** We recognize and celebrate positive behavior, reinforcing the value of making good choices. Praise and encouragement motivate children to continue displaying respectful and cooperative behavior.
5. **Consistency:** Consistency in our guidance approach is crucial for children's understanding and sense of security. We maintain consistent guidelines and consequences to create a stable and predictable environment.

Conflict Resolution

In situations where conflicts arise among children, providers follow these steps:

1. **Intervene:** Our primary concern is the safety and well-being of all children involved in a conflict. Providers will intervene at once to ensure their protection.
2. **Listen:** We provide children with the opportunity to express their feelings and concerns. Active listening helps us gain insight into the root causes of conflicts.
3. **Problem Solve:** We guide children in finding constructive solutions to their conflicts. We emphasize empathy, understanding, and effective communication to resolve issues peacefully.

Parent Involvement

We greatly value open and collaborative communication with parents/legal guardians. We encourage parents to:

1. Discuss Concerns: Parents are encouraged to share any concerns, questions, or observations related to their child's behavior while in our care. Your insights are invaluable in tailoring our approach to each child's unique needs.
2. Participate: We invite parents to actively participate in our efforts to guide children's behavior positively. Your involvement and support contribute to the creation of a respectful and nurturing environment.

Expulsion and Suspension Prevention

All resources will be exhausted prior to recommendation to end childcare services. These resources include but are not limited to:

- Child Development Services
- Maine Roads to Quality (MRTQ) Technical Assistance
- Maine's Inclusion Warm Line
- Maine Early Childhood Consultation Partnership (ECCP)
- Help Me Grow Maine
- Various Private Contractors

Parents/legal guardians Conferences and Communications

So that we can provide the best possible care, please feel free to communicate any needs, wants and or concerns regarding your child. It is only through good parents/legal guardians and provider interaction that good quality nurturing care can be achieved. We will make it a point to chat with you at drop off, so we know how their morning went, and at pick up each day to go over how their day went. During the day we will communicate through the ProCare™ app found on Apple and Android devices (free to families) to provide real-time updates for your child(ren). It allows parents/legal guardians to see uploaded photos, what your child is eating for meals and snacks, when they go potty/have their diaper changed, and various other activities they do throughout the day along with being able to view incident reports at once. It also allows parents and staff to easily communicate with each other, such as ask/answer any questions, request any needed supplies, request permission to give medicine, child's absence, will be late/picked up early, etc.

We value feedback and suggestions from parents/legal guardians. Your input helps us improve our child care program. You can share feedback directly with your child's teacher, the Director, or the owner, Jennifer. You can also email Jennifer at frostyslearningacademy@gmail.com with your feedback and suggestions.

Occasionally, we may request a parents/legal guardians conference if your child is showing some concerning behaviors that we feel need to be addressed. Sometimes things come across much better for children if they know that mom and dad are on the same page as we are. We will communicate to you immediately if your child is frequently and deliberately causing harm to others and/or is frequently and deliberately destructive. This behavior is unsafe and will not be allowed; immediate termination will ensue if the behavior persists.

Safe Sleep Practices

Infants less than 12 months old will sleep in a pack n' play without any loose bedding, pillows, blankets, positing devices (e.g., reflux wedge pillow, etc.), toys, bibs, or pacifier lanyards. Per Maine State Licensing Rules swaddling or tightly wrapping infants in blankets is not permitted; the use of arms-free sleep sacks is authorized.

Infants, less than one (1) year of age, will always be placed on their backs to sleep as the American Academy of Pediatrics recommends infants are placed on their back to sleep, but when infants can easily turn from their stomach to their back and from their back to their stomach, they may adopt whatever position they prefer to sleep. Infants are required to sleep on a flat surface, not sleep in swings, bouncy chairs, rockers, etc.; however, when, in the opinion of the infant's licensed health care provider, an infant requires alternative sleep positions or special sleeping arrangements, the provider must have written instructions signed by the infant's licensed health care provider detailing the alternative sleep positions or special sleeping arrangements on file.

If your child needs a bottle for naptime, it will be given to them before they are placed in their pack n' play. Under no circumstances will children be allowed to go to sleep with a bottle in their mouth; this is a safety standard to prevent choking and help avoid any potential dental problems.

Child Abuse and Neglect

The Maine Office of Child and Family Services (OCFS) operates the statewide hotline for child abuse and neglect. Highly trained staff are available to guide callers through the process of making a report of suspected abuse and neglect. Anyone who suspects an individual of child abuse or neglect is encouraged to call the protective hotline.

Call: 1-800-452-1999.

Hearing Impaired call the Maine Relay by dialing 711.

As mandated reporters, any providers suspecting abuse or neglect must immediately report this information to Child Protective Intake Services at 1-800-452-1999, TTY 1-800-963-9490 which is staffed 24 hours a day, seven days a week.

Mandated Reporter

As early childhood educators, we believe it is important to remember each child is part of a family and by building a strong relationship between us, our goal is to support you in raising a healthy and happy child. We understand every household can have a different parenting style and at Frosty's Learning Academy we strive to understand and respect the rights of each child's parents/legal guardians; however, we also know some parenting styles may place a child at risk of harm and or injury. We see it as one of our responsibilities to provide support and education to parents/legal guardians in an effort to prevent child abuse and neglect.

Maine law identifies childcare workers as a mandated reporter. As such, we are **required** to contact the appropriate authorities when faced with the suspicion that a child is being abused or neglected, or if we witness an incident, and as mandated reporters, we cannot report anonymously. Mandated reporters are required to take training in child abuse/neglect recognition, prevention, and mandated reporting laws. We are required to retake the training every three years.

Reporting Abuse and Neglect

A report must be made when the reporter suspects or has reason to suspect that the child has been abused or neglected. Waiting for absolute proof may result in significant risk to the child. It is not the provider's/staff job to validate the abuse. This is the job of CPS caseworkers or law enforcement officers who have been trained to undertake this type of investigation. When a provider/staff member suspects a child is being abused or neglected, they will follow these procedures:

1. When there is reasonable cause to suspect child abuse or neglect, provider/staff shall report it to the proper community agency.

2. When supplying information about the family, the provider staff will be conscious of the rights of children and parents. Great care will be taken to ensure the confidentiality of the information into shared only with those persons officially involved in the case.
3. If there is any question about whether the abuse/neglect is reportable, the provider will consult their State licensing specialist for advice about the procedure to follow.
4. Written documentation is made of the suspected abuse/neglect.
5. When appropriate, parents/legal guardians will be informed that a referral has been made.
6. Providers/staff will follow all DHHS directed procedures.
7. The provider will preserve the confidentiality of all records of child abuse/neglect.
8. The provider is a representative of Frosty's Learning Academy in discussion with the child's family.

When an employee is suspected or accused of abuse/neglect of a child at Frosty's Learning Academy, the plan of action is as follows:

1. When there is reasonable cause to suspect child abuse or neglect, the provider/staff shall report it to the appropriate community agency.
2. The accusation will be documented, and the provider(s)/staff who witnessed the abuse/neglect will give a written account of the situation in question.
3. DHHS licensing specialist is notified of the situation.
4. Frosty's Learning Academy will follow all DHHD directed procedures.

*Staff who plead guilty to or are convicted of child abuse/neglect must inform the Director/owner.

Once cases of child abuse or neglect have been reported, they must be investigated and verified. Child Protective Services or licensing specialist is required to begin their investigation in a timely manner, usually within 72 hours and in even less time where there is reasonable cause to believe that the child is in imminent danger.

There are many things that child care providers can do to prevent abuse and protect themselves from false allegations. At Frosty's Learning Academy, program policies are regularly reviewed and play areas are continually assessed with prevention in mind to help eliminate potential problems. The following guidelines may help keep children safe and reduce the risk of abuse and neglect in the childcare setting:

- The State of Maine Childcare Facility Licensing Rules requires fingerprinting background checks for all staff members and volunteers. The following registries, repositories, and databases will be checked for each individual for whom a background check is requested:
 - National Crime Information Center National Sex Offender Registry and Federal Bureau of Investigation fingerprint check (using Next Generation Identification).
 - In the State where the individual resides: State child abuse and neglect registry/ database, State Bureau of Identification (SBI) crime repository with fingerprints, and State Sex Offender Registry.
 - In each State where the individual has resided at any time during the previous five years: State child abuse and neglect registry/ database, SBI or comparable State agency's crime repository (with or without fingerprints), and State Sex Offender Registry.
- At least two references will be checked before hiring any staff member.
- Access ongoing training to learn current information about the care, development, guidance of children, and about child abuse issues.
- Maintain appropriate child-to-staff ratios and small group sizes.

- Encourage parents/legal guardians to join in our activities and to drop into the program whenever they want.

Confidentiality and Privacy

We hold the privacy and confidentiality of your child and family in the highest regard. We are dedicated to ensuring that all personal and sensitive information stays protected and is not disclosed without proper authorization or as required by law. Our commitment to confidentiality encompasses various aspects of our childcare operations, as outlined below:

The following items are considered confidential information:

- a. **Child Records:** All records about the children in our care that include personal information, medical records, and any other details related to a child's enrollment.
- b. **Reports of Suspected Child Abuse or Neglect:** Information that identifies any referent, complainant, or reporter of suspected child abuse or neglect, as well as any reports related to licensing rule violations, is considered confidential and will not be disclosed without proper authorization or as required by law.
- c. **Information About Children in Care:** Information about children in our care, whether current or former, may only be shared with the written authorization of the child's parents/legal guardians, except as specified by applicable laws and regulations. It may also be shared with Child Care Licensing and other DHHS and OCFS as required by law.

Our Commitment to Privacy: We understand the significance of maintaining the privacy and confidentiality of your family's information. Rest assured we will take all necessary measures to safeguard this information and will only disclose it when authorized by law or a written release with your explicit consent.